Electronic Acknowledgement Receipt FES ID: 1222991 Application Number: 09944676 Confirmation Number: 8505 Title of Invention: System and method for automated end-user support First Named Inventor: Daniel Keele Burgin Customer Number: 26874 Filer: Eleanor Maria Farrell Schalnat/Sherrill G Jones Filer Authorized By: Eleanor Maria Farrell Schalnat Attorney Docket Number: 1160215/0474949 Receipt Date: 27-SEP-2006 Filing Date: 31-AUG-2001 Time Stamp: 16:33:39 Application Type: Utility International Application Number: Payment information: Submitted with Payment yes

| File Listina: | |
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| Deposit Account | |
| RAM confirmation Number | 318 |
| Payment was successfully received in HAM | \$1500 |

| Document Number | Document Description |
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| File Name | File Size(Byte |
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| Fee Worksheet (PTO-875) | fee-info.pdf | 8163 | no | 2 |
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| | fee-info.pdf | 8163 | no | 2 |
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| Petition for review by the Office of Petitions. | 1160215_0538115_0994467 6_EAR_Response.pdf | 50988 | no | 2 |
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| Petition for review by the Office of Petitions. | 1160215_0538115_0994467 6_PetitionToRevive.pdf | 48035 | no | 2 |
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| Amendment - After Non-Final Rejection | 1160215_0538115_0994467 6_Response.pdf | 414405 | no | 9 |
| | Rejection Petition for review by the Office of Petitions. Petition for review by the Office of | Petition for review by the Office of 1160215_0538115_0994467 | Rejection 6_Response.pdf 414405 | Rejection |

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.